

VACANCY ANNOUNCEMENT

U.S. EMBASSY, STOCKHOLM

Date	Subject:	
October 23, 2015	Vacancy Announcement – Switchboard Operator	

OPEN TO: All Interested Candidates

POSITION: Switchboard Operator FSN-3; FP-BB*

OPENING DATE: October 23, 2015

CLOSING DATE: November 6, 2015

WORK HOURS: Part-time: 1 day (8 hours) per week, plus holiday/sick coverage as needed

SALARY: *Not-Ordinarily Resident (NOR): US\$ 10,68 per hour (Starting salary)
(Position Grade: FP-BB to be confirmed by Washington)

Ordinarily Resident (OR): SEK 123 per hour. (Starting salary) (Position Grade: FSN-3).

ALL APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Stockholm is seeking an individual for the position of Switchboard Operator in the Information Management section.

BASIC FUNCTION OF POSITION

Provide general information to the public on a multitude of topics but especially on United States visa regulations and application procedures.

Answer and screen incoming calls to the Embassy switchboard and direct and/or refer them in a polite and efficient manner to the various Embassy sections, other US Embassies and to other Swedish and US societies and organizations.

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

Education:
Completion of Secondary School.

Prior Work Experience:
1 year experience in a reception or customer service position.

Language Proficiency:

Level 4 (Fluent) Speaking/Reading/Writing English is required.

Level 4 (Fluent) Speaking/Reading/Writing Swedish is required.

Job Knowledge:

An understanding of the United States and Swedish society and its organizations. A working knowledge of computer applications including Word, Outlook and Internet Explorer.

Skills and Abilities:

The jobholder must possess tactful people skills. The Switchboard Operator is almost always the first point of contact with the public and often has to handle callers who are irate due to time restrictions or lack of feedback regarding their visa application. The Switchboard Operator must skillfully handle these and other callers in a professional manner. Occasionally the Switchboard Operator must tactfully and professionally answer to terrorist threats.

This position requires a great deal of flexibility in the Operator's schedule. From time to time the Operator will be asked to come in with very short notice, perhaps on the same day.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

SUBMIT APPLICATION IN ENGLISH TO

Human Resources Office

E-mail: hrstockholm@state.gov

POINT OF CONTACT

Human Resources Office

Telephone: 08 783 55 44

CLOSING DATE FOR THIS POSITION: November 6, 2015

The U.S. Mission in Stockholm provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.